



Nonconformance
and Corrective and
Preventive Action



ENVIRONMENTAL
MANAGEMENT SYSTEM
REGISTERED TO
ISO 14001:1996



NSF-ISR's Registration Program
is accredited by the American
National Standards Institute-
Registrar Accreditation Board



Purpose and Expectation

- Program Purpose - To provide a general awareness of the Refuse Disposal Division's Nonconformance and Corrective and Preventive Action Procedure.
- Our Expectation - For all Refuse Disposal Personnel to be able to understand the concepts of ISO 14001 and RDD's EMS in relation to their jobs.

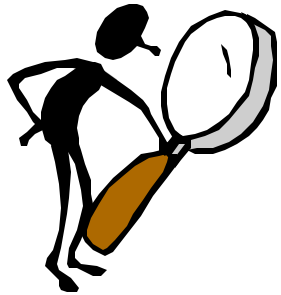
Non-Conformance Is...

- **The non-fulfillment of a specified ISO 14001 requirement.**

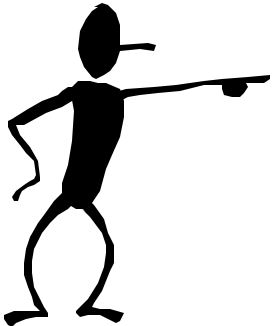


- The departure or absence of one or more Environmental characteristics or Environmental Management System elements from specified requirements.
- **The non-fulfillment of a specified EMS requirement.**
 - Verifiable evidence that an element of the EMS is not documented or that the documented system is not being followed (evaluation of implementation).
- **Usually found and reported as part of an EMS Audit.**
- **Results in a corrective or preventive action request.**

Nonconformance and Corrective and Preventive Action



- The Environmental Management Representative (EMR) is responsible for handling the investigation of any nonconformance to the RDD's EMS.

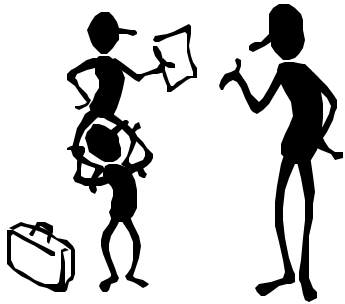


- Section Managers are responsible for taking action to mitigate any impacts and for initiating and completing corrective and preventive action.

Nonconformance and Corrective and Preventive Action



- All employees are responsible for bringing suspected non-conformances to the attention of their supervisor or the EMR.
- Corrective and Preventive Action Request (C/PAR) forms are available in each functional area of the Division. They are located in:
 - Suite 310 at Ridgehaven Court (next to the RDD conference room),
 - The Fee Booth and Operations trailers.
 - Corrective and Preventive Action Request (C/PAR) forms can be given to your supervisor or sent directly to the EMR at MS 1103A.



Nonconformance and Corrective and Preventive Action



C/PAR (Corrective/Preventive Action Request)



Environmental Impact/ Concern: (For additional information, use back and/or attach additional sheets)	Date:
Area/ Location:	
*For feedback on this request, please include the following: Name: _____ Section: _____ Phone: _____ e-mail: _____	
Return to: Your Supervisor or Mail to: EMR at MS 1103A	
EMR Use Only: C/PAR Opened: <u>Yes</u> , Control # _____ <u>No</u> , Resolution _____	

Nonconformance and Corrective and Preventive Action



- Corrective Action Requests (CARs) are issued as a result of non-conformances identified during internal and external audits.
- All CARs are handled and investigated the same way as C/PARs.





QUESTIONS?

ISO 14001
Environmental Management System
4.5.2